



Dominion East Ohio
P.O. Box 5759
Cleveland, OH 44101-0759

Your Rights and Responsibilities as a Dominion East Ohio Customer

As a Dominion East Ohio customer, you have many important rights and responsibilities to ensure fair dealings between you and the company. These rights and responsibilities are afforded to you by the Ohio Minimum Gas Service Standards contained within Chapter 4901:1-13 of the Ohio Administrative Code. You may obtain a copy of the standards by calling the Public Utilities Commission of Ohio (PUCO) toll-free at 1-800-686-7826 or TDD/TTY toll-free at 1-800-686-1570, from 8 a.m. to 5 p.m. weekdays or visit www.puco.ohio.gov.

These rights and responsibilities include:

- Your right to a clear and concise bill
- Your right to check your Dominion East Ohio bill for accuracy
- Your right to fair credit and deposit policies
- Your responsibility to pay your bill
- Your right to question or disagree with Dominion East Ohio
- Your right to receive continuous Dominion East Ohio service if you meet your responsibilities
- Your responsibility to provide access to the gas meter.

Dominion East Ohio has the responsibility to honor all of these rights, in addition to protecting customer privacy rights. You, the customer, have the responsibility to know your rights and obligations as they relate to your gas service.

This pamphlet highlights questions you may have about Dominion East Ohio's meter reading, billing, credit, shut-off and dispute practices, as well as installation procedures, pipeline safety and responsibility.

DOMINION EAST OHIO:
1-800-362-7557

Customer Service Center hours:

7 a.m. to 7 p.m. Monday through Friday

Gas Emergencies: 1-877-542-2630

Emergency number staffed 24 hours a day, 7 days a week

How Is Your Dominion East Ohio Bill Figured?

It all begins with a meter reading. Dominion East Ohio has the responsibility to present you with a bill for your natural gas service once every billing period. This bill will be based on either a meter reading (according to the bi-monthly meter reading schedule for your service location) or an estimate.

The Dominion East Ohio Meter and Meter Readings

When meter readers and field service employees visit your residence to obtain a meter reading, they will carry photo identification, which you may ask to see for your protection. Please call the company immediately if you have questions about the identity of an employee.

The meter is the property of Dominion East Ohio. You are legally prohibited from removing and/or tampering with the meter. You have the responsibility to keep the meter free from obstructions by restraining pets or by removing obstacles (for example, overgrown shrubs) that the meter reader might encounter at your residence. You have the responsibility to provide access to the meter. Not granting access to the meter could result in a loss of service.

Dominion East Ohio must read the gas meter at least once every 12 months. In addition:

- You may also request, without charge, two additional meter readings per calendar year if your natural gas use has been estimated for two bills in a row or if you have reason to believe that the meter is malfunctioning.
- You may request a meter reading prior to transferring service to an Energy Choice supplier or aggregator.
- If service is started or stopped and it has been more than 70 days since the last actual reading, the company must read the meter.
- You may request a special test of the gas meter. You or your representative has a right to witness the test. The test results will be provided in writing to you within 10 days of the test.
- If the results of the test fall within acceptable limits as set

by the Public Utilities Commission of Ohio, customers must pay a \$40 or \$270 fee based on the meter size. Dominion East Ohio will inform you of which fee will apply prior to performing the meter test. If the test results are outside of the acceptable limits, then the company will not charge a fee. Dominion East Ohio will also provide a properly functioning meter without charge to the customer.

- Upon completion of the test, the company must credit the customer for any overcharges. The company may charge the customer for up to 12 months of unbilled gas use.

Supply Your Own Meter Readings

At the top of your billing statement, Dominion East Ohio provides the next scheduled dates that our meter reader will be working in your area. Also at the top of the bill, you will find information about the dates and times that you can report a meter reading to avoid an estimated bill during the months we do not read your meter or in case our meter reader is unable to access the meter. To report a reading, your options include:

1. Report your meter reading on the Internet.

To enter a meter reading online, follow these steps:

Step 1: Visit www.dom.com and click on *Manage Your Account*.

Step 2: **Sign in** (if you're already a registered user) or **Register** (if it's your first visit).

Step 3: Select your account from the *Enrolled Accounts* list (or enroll your account if needed).

Step 4: Click on *Enter meter reading* and follow the online instructions.

2. Report your meter reading by telephone.

Use our 24-hour automated messaging system to report your reading by calling toll-free 1-800-362-7557.

Your Monthly Billing Statement

When Do You Estimate My Bill?

In those months when your gas meter is not scheduled to be read, Dominion East Ohio estimates your bill. Your bill may also be estimated when extreme weather conditions, emergencies, strikes, or other circumstances prevent the company from taking a meter reading. The estimate is based on previous usage history (past meter readings) at your location.

Another time your bill may be estimated is when the meter reader cannot gain access to your meter. When this happens, the company still has a responsibility to take an actual meter reading every 12 months. You have the responsibility to make arrangements for meter readings if the meter is in a locked place. If your bill has been estimated for several months, your actual bill may be more or less than the estimated bills according to the reading obtained.

How to Check Your Dominion East Ohio Bill for Accuracy

If you think that your bill is incorrect, you can check it in the following way:

Read your meter if you question the amount of gas you have used. But remember that your usage will have increased between the time Dominion East Ohio read your meter and when you take the reading. For this reason, your reading may be somewhat higher than the reading listed on your bill.

Compare the bill to the one you received at the same time last year to see if there is any change in your usage. Remember to compare differences in usage rather than differences in the total dollar amount of the bills since changes in rates could cause an increase. Your bill may have a bar chart that shows your usage for the past 13 months. You should consider severe weather conditions and changes in living habits (such as additions to your house, a new appliance, additional family members, or more time spent at home) that could increase the amount of your usage. You have a right to request usage history on your account for up to 36 months.

Contact Dominion East Ohio with any additional questions about your bill.

Bill comparison information, rate information and alternative rate schedules, copies of bills, statement of account and usage history can be obtained online at www.dom.com or by calling 1-800-362-7557.

Billing Errors & Adjusted Bills

Sometimes billing errors do occur. These mistakes could be caused by a Dominion East Ohio billing error, equipment failure or our inability to gain access to the meter to read it, resulting in a number of low or high estimated bills. When this happens, Dominion East Ohio must refund or credit your account with any over-collected amounts. Likewise, if you have used more gas than the amount you were billed, you must pay the additional charge to Dominion East Ohio. However, the company must offer you a reasonable payment agreement for the additional amount owed. You do not have to pay this amount in a lump sum; rather, you can pay it back over 12 months.

In cases where we are unable to access the meter, the company will continue to make attempts to read it. However, your actions that prevent us from reading the meter could result in large billing adjustments that require you to pay large sums for gas used but not billed and/or properly metered.

Energy Choice and Aggregation Programs

Dominion East Ohio offers *Energy Choice*, a program that provides potential savings, as well as expanded energy options, to eligible customers. It allows customers to buy natural gas from another supplier, or continue to buy gas from Dominion East Ohio. Regardless of the customer's choice, Dominion East Ohio continues to deliver the gas and provide quality customer service – just as it does today. Some suppliers permit their customers to transfer their natural gas supply agreement to a new location when they move. Customers should check with their supplier to learn if this option is available.

To participate in *Energy Choice*, you must be current on your account or have not broken a payment plan more than once in the last 12 months. If you are current on your *Budget Billing* plan, you may enroll in *Energy Choice* as well. When you enroll in *Energy Choice*, it may take up to 60 days before you will see your new supplier's charges on your bill. Before Dominion East Ohio changes your supplier, however, the company will send you a confirmation letter. You then have until the stated deadline to rescind the supplier change.

Today, most of our customers purchase their natural gas supply from one of the many suppliers participating in the program. Many customers may even be able to buy natural gas as part of a buying group sponsored by their local government.

In Ohio, buying natural gas in such a group is called *Governmental Aggregation*. To aggregate, cities, counties and townships can form buying groups and choose an outside supplier for all members in the group.

Not every gas customer in a locality has to participate in an aggregated group. The law allows individuals to either “opt-out” or “opt-in,” depending on the group.

Percentage of Income Payment Plan (PIPP) and PIPP Repayment Plan customers are unable to participate in *Energy Choice*. They receive their natural gas at Dominion East Ohio’s *Standard Service Offer (SSO)* rate.

The Public Utilities Commission of Ohio (PUCO) must certify suppliers and governmental aggregators. *PUCO* certification means the supplier or aggregator has met the *PUCO*’s requirements for doing business in Ohio. Therefore, customers can participate with confidence. Customers who have questions about their community’s aggregation plans can call their local government office.

For more information about the *Energy Choice* program, you can:

- call the *Public Utilities Commission of Ohio (PUCO) Consumer Hotline* at 1-800-686-PUCO (7826) or visit the *PUCO* Web site at www.puco.ohio.gov. To receive free information by mail, such as an “Apples to Apples” chart that compares suppliers’ offers, you can call the *PUCO*’s toll-free *Gas Choice Infoline* at 1-800-299-7271, or visit its Web site.
- call the *Ohio Consumers’ Counsel (OCC)* at 1-877-PICKOCC (1-877-742-5622), or visit its Web site at www.pickocc.org. The *OCC* can provide price comparison information as well.
- visit www.DominionGasChoice.com. This Web site will help you make informed choices concerning natural gas purchase and consumption. It contains helpful links for residential and business users and community leaders.

Customers can contact Dominion East Ohio, the *PUCO* or *OCC* if they suspect a supplier has enrolled them without their authorization.

Separate Charges

Dominion East Ohio may charge for a non-basic service on your gas bill. However, the company must present this charge clearly and separately on your bill. Some examples of these non-basic charges are: meter testing fees, investigation fee, returned payment fee, line extension costs, and special construction or repair charges. Beginning in April 2009, all Dominion East Ohio customers will be assessed a Late Payment Charge on the past-due balance or past-due payment plan amount.

Budget Billing - Plan Your Expenses

Residential and small commercial customers may participate in *Budget Billing* from Dominion East Ohio. *Budget Billing* is an agreement you make with the company to have your bills averaged throughout the year. The company will periodically review and adjust the amount of your budget bill based on your usage and the price you are paying for natural gas. You will be billed for approximately the same amount each month even though your usage may vary from season to season. You can join at any time, providing that you do not have any past-due charges. *PIPP* customers are not eligible to participate in *Budget Billing*.

The *Budget Billing* program may make it easier for you to plan your natural gas expenses. For more information about budget billing, visit www.dom.com or call the company.

If You Move

If you plan to move, you have the responsibility to notify Dominion East Ohio at least seven days before your moving date. You also have the responsibility of giving the company access to your meter for a final reading and shut-off. If you fail to do either of these things, you may have to pay for service at your old address even after you move.

If You’ll Be Away From Home

If you plan to be away from home for a long period of time, you have the responsibility to make arrangements for paying your bills and for granting company representatives access to metering equipment. Remember, your Dominion East Ohio service continues even while you are away and you will be billed during your absence. Your failure to make arrangements for payment of these bills could result in the shut-off (disconnection) of your service.

Third-Party Notification - Extra Protection

Third-Party Notification provides additional protection against Dominion East Ohio service shut-off. This option protects individuals who may either be away from home for an extended time period or those who may not understand the company's practices.

Third-Party Notification allows you to choose another person to receive copies of shut-off notices that are sent to you for nonpayment of overdue Dominion East Ohio bills.

By filling out a form, you can instruct Dominion East Ohio to send these notices to a third party that you choose. In this way, another individual (e.g., family member or close friend) is made aware of an important problem. Perhaps this person can provide you with advice or assistance. Both yourself and the third party must sign the form, however this third party does not have the responsibility for paying your bills!

You may obtain forms and further information concerning this option by visiting the company's Web site at *www.dom.com* or by calling the company.

Landlord and Tenant Information

Tenants –

For Those Served by a Master Meter (a meter serving more than one unit or a common area) and Service is in Your Landlord's Name

If your landlord either fails to pay Dominion East Ohio bills for your residence or instructs Dominion East Ohio to shut off your service, you must be notified by Dominion East Ohio in writing. A notice is posted at the service address that states that the tenant, within 10 days of the notice or 14 days after service was shut off, may act as a representative or have another tenant act as a representative to resolve the issue. This representative may then collect from the tenants the amount owed by the landlord on his or her current bill while continuing to pay rent, or notify the landlord that you intend to pay your rent to the court (escrow your rent).

This option is not available if your landlord gave you written notice when you moved in that he or she owns fewer than four dwelling units.

Landlords –

- You have the right to request that Dominion East Ohio place the service in your name automatically whenever a tenant requests a turnoff of service. This option does not apply if service is turned off for nonpayment. To obtain a form, visit *www.dom.com* or call the company.
- Landlords can also request to receive notice any time the tenant's service is turned off, regardless of the reason.
- When a tenant requests that the company turn off gas service, Dominion East Ohio will make every effort to do so. However, if the company cannot access the meter to turn it off and the tenant moves out, Dominion East Ohio will notify you that it needs access to the meter. If access is not granted, all future gas use will be billed to the landlord after the landlord has been properly notified of the change.

Paying Your Dominion East Ohio Bill

When to Pay

You have a responsibility to pay the bill by the due date. After the bill is mailed to you, you have 14 days to pay it. Beginning in April 2009, all Dominion East Ohio customers will be assessed a Late Payment Charge on the past due balance or past due payment plan amount. (Currently, Dominion West Ohio Gas division customers who do not pay the bill by the due date are charged a late fee on the unpaid overdue balance.)

Where to Pay

Dominion East Ohio offers a variety of options to make paying your bill quick and easy.

- **Dominion eBill.** Enroll in eBill at *www.dom.com* and make your payment from your bank account. Once you enroll in this free service, you may view and pay your monthly Dominion bill online.
- **Bank Draft.** Never write another check. Your bill payment is automatically deducted from your bank account. This is a free program. To enroll or obtain a form, visit *www.dom.com* or call the company.

• **Credit/Debit Card or Electronic Check.** When you need to make a payment immediately, you can do so by phone at 1-800-573-1153 or at www.dom.com. Fees apply.

• **MyCheckFree.com.** View and pay your bill with CheckFree™. Enroll at MyCheckFree.com or a participating provider's Web site. Providers may charge fees for this service.

• **Authorized Payment Centers.** When you want to make a payment in person, you can visit an authorized payment center. Some locations offer evening and weekend hours. The payment agents may charge a fee of up to two times the cost of a first-class postage stamp per transaction. For payment locations, visit www.dom.com or call Dominion East Ohio.

• **U. S. Mail.** Mail Dominion East Ohio a check or money order. Please include your account number for quick processing. If you choose to mail your payment, Dominion East Ohio and its depository bank may not return the original check. However, you can request an imaged copy of your check. Please allow 5-7 days for payments to be applied to your account.

Credit Policies And Procedures

As the customer of record, you are responsible for:

- payment of services rendered;
- granting Dominion access to company equipment located at your service address; and
- starting or stopping Dominion service.

We safeguard your personal information. For your protection, you can conduct transactions once you provide your account number and the last 4 digits of your Social Security number, or a security password, if you establish one. Of course, at your option, you can provide your complete Social Security number, your name and service address. Likewise, a co-applicant (another individual who has agreed to be jointly responsible for payment) can conduct full business transactions on your account.

Other people, including your spouse or adult child, can conduct limited business on your account, if they can provide your account number, your full name, and service address. This limited business would include your current bill amount, notice amount and due date. They can also request a short-term extension or a medical certificate. To perform transactions as an accountholder, this

person would need a valid Power of Attorney.

Security Deposits

Deposit decisions are based only on your individual credit record.

If you are a new customer, the company may check your credit history and level of credit risk. New customers may be required to pay a security deposit if you have not established a credit rating or you are in bankruptcy.

Dominion East Ohio may require a security deposit from you as a former or existing customer if:

- You have unpaid final balances from past accounts.
- You have not established good credit history and have more than one disconnection notice for nonpayment within the past 12 months.
- You had service turned off for nonpayment.
- You are in bankruptcy.
- You have been involved with unauthorized use of gas, theft of service or meter tampering.
- You have not paid your bills on time. That is, you have been late in paying two bills in a row or three or more bills in the last year.
- You have failed to make payments according to a payment schedule set up to pay past-due bills.
- Your service has been shut off because of unpaid bills.

Security deposits are billed in three installments. When gas service is off, you must pay any outstanding debt or payment plan arrears before service is turned on. If you fail to maintain a good payment record, the company may request an additional security deposit amount.

Security deposits for customers are set at 1.3 times the current budget amount, and are applied to residential account balances following one year of timely consecutive payments, in addition to 3% interest. The minimum residential security deposit amount is \$30. Commercial security deposits may be applied to account balances following two years of timely consecutive payments, in addition to 3% interest. The minimum commercial security deposit is \$300.

In addition, before providing service, Dominion East Ohio may require that you pay any past-due balances you owe it from the last six years.

When applying for service at a location where there is an unpaid balance owed to Dominion, even if you were not the customer of record when the unpaid bills accumulated, if you resided at the premise during that time, Dominion East Ohio may refuse to provide service to you until those bills are paid if both you and the former customer of record continue to reside at that location.

If you are a *Percentage of Income Payment Plan (PIPP)* customer, you will not be required to pay a security deposit unless you have been involved with unauthorized use of gas, fraud, theft of service or meter tampering.

Supplying a Third-Party Guarantor. Instead of paying a cash deposit, residential customers can have another credit-worthy customer sign a form guaranteeing that your bills will be paid. This person need not be a Dominion East Ohio customer; however, a consumer report from a consumer credit reporting agency may be obtained to determine a person's creditworthiness. Upon Dominion East Ohio's approval of a guarantor, this person will then become responsible for paying the default amount which will not be more than the amount of the bill for 60 days of service or two monthly bills.

Energy Assistance Programs

Contact Dominion East Ohio as soon as you get a delinquent notice. The sooner you call, the more opportunities there are to help you. We can discuss a variety of special payment plans and other payment assistance options. Here are a few:

Medical Certification

Medical Certification delays a shutoff for 30 days when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. You can get a Medical Certification form by calling Dominion East Ohio. A licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse, midwife or local board of health physician must sign the form. If one of these medical professionals notifies Dominion

East Ohio of the Medical Certification by phone, they must provide a written form within seven days. If gas service is off, return the signed form within 21 days of the shut off date to restore service. Be sure to give your health care provider permission to release your medical information to us. The total certification period cannot exceed 90 days per household in any 12-month period.

EnergyShare

EnergyShare is a Dominion East Ohio sponsored fuel assistance program of last resort designed to help individuals and families pay any type of winter heating bill – gas, wood, oil, kerosene or electricity. To be eligible for *EnergyShare*, the applicant must live within the company's service area, must have a termination notice and must have exhausted all other state and federal fuel assistance resources. Seniors, age 60 and older, do not have to have a termination notice. Contact your local Salvation Army office to apply.

Housewarming Program

Funded by Dominion East Ohio, the *Housewarming Program* provides weatherization assistance to help eligible customers reduce their energy usage. The program provides free weather-stripping, attic and sidewall insulation, door sweeps and other insulation devices. Client education is also part of the *Housewarming Program* to educate consumers on ways to reduce consumption effectively. For information, call 1-888-377-3774.

Percentage of Income Payment Plan (PIPP)*

PIPP helps income-eligible customers maintain gas service by paying 10 percent of their total monthly household income all year. You can apply for *PIPP* by calling the company or by visiting a local community action agency.

As part of the *PIPP* program, the company will provide the following benefits when consecutive and timely payments are made:

- **At the end of the 12th month**, Dominion East Ohio will credit one-third (33%) of the account balance you had at the start of the 12-month period.
- **At the end of the 24th month**, the company will credit half (50%) of the total account balance.
- **At the end of the 36th month**, the company will credit the remaining balance.
- **At the end of each additional 12-month period of**

paying your *PIPP* amount timely and in-full, Dominion will credit the total account balance.

If you're no longer income-eligible for *PIPP* or if you voluntarily leave the program, the *PIPP Repayment Program* can help you gradually pay off your total overdue amount.

As part of the *PIPP Repayment Plan*, the company will provide the following benefits:

- During the first 12 months, you pay the same amount you paid while on *PIPP*. At the end of the 12th month, providing you have made the required payments in full and on time, Dominion East Ohio will credit one-third (33%) of the account balance you had at the start of the 12-month period.
- During months 13-24, you pay either the current bill or budget amount. At the end of the 24th month, providing you have made the required payments in full and on time, Dominion will credit half (50%) of the total account balance.
- Months 25 and beyond, you pay either the current bill or budget amount, plus up to \$20 extra to reduce the overdue balance. Dominion will match dollar-per-dollar the extra amount, up to \$20. At the end of the 36th month, providing you have made the required payments in full and on time, Dominion will credit the remaining balance.

If at any point you fail to make your *PIPP* or *PIPP Repayment Plan* payment in full and on time by the due date, you will start the 36-month process over again, but the company will not cancel any credits you have already received.

Home Energy Assistance Program (HEAP)*

Available to qualified income-eligible customers, *HEAP* is a government program that provides a credit for your heating bill. Although *HEAP* pays part of your gas bill, it is not a guarantee against shutoff. The filing deadline is usually March 31.

Emergency HEAP (E-HEAP)*

E-HEAP provides an emergency payment once each heating season to qualified income-eligible customers to help them avoid a shutoff or restore gas service. Program dates are normally November 1 through March 31.

Weatherization Assistance*

Eligible customers may also receive *Weatherization Assistance* from the Ohio Department of Development. This federally funded program provides grants for weatherization repairs. For details, call us at 1-800-362-7557 or the Ohio *HEAP* office at 1-800-282-0880.

*NOTE: You can apply for *PIPP*, *HEAP*, *E-HEAP* and *Weatherization Assistance* on a combined application. The form is available at post offices, libraries, by calling the Ohio *HEAP* office at 1-800-282-0880 or by downloading the application from the ODOD Web site at <http://www.odod.state.oh.us/cdd/ocs/beap.htm>.

Can Your Dominion East Ohio Service Be Shut Off Without Your Consent?

Yes. The company can shut off service for nonpayment, theft of service, tampering, safety violations and for denying company representatives access to company equipment. If you have difficulty in paying your bills or if you are not making payments for any other reason, contact Dominion East Ohio as soon as possible. By notifying the company immediately, you may avoid shut-off of your service. Also, company representatives must have clear access to metering equipment. The following information concerns both your rights and responsibilities regarding service shut-off.

Payment Plans

A payment plan is an agreement you reach with Dominion East Ohio to make reasonable payments over a period of time for the amount of money that you owe.

If you are a residential customer who is not on the *Percentage of Income Payment Plan (PIPP)* or a small commercial customer, you may take advantage of the *Current-Plus Plan*. You may decide how many months - up to six - it will take you to pay off your balance. The company then divides the current account balance by the number of months you selected and adds that amount to your current monthly bill amount.

If you join this or any other payment plan, you must make the required payments in full and on time. If you fail to do so and are shut off, you must pay the plan arrears, to restore

service. A reconnection fee of \$33 and possibly a new or additional security deposit amount will be billed to the account. (The only exceptions are for *PIPP* customers, who do not pay a security deposit, or for customers who move to a new location and have closed their previous account. They do not pay a reconnection fee.)

Another payment plan option, available during the winter heating season and to residential customers only (usually November 1 through April 15), is the *One-Third Payment Option*. With this option, you must pay one-third of your total account balance each month in order to avoid being shut off for nonpayment. You must call the company each month to verify the amount to pay.

When Your Dominion East Ohio Service *Can* Be Shut Off

Dominion East Ohio can shut off your service Monday through Friday for any of the reasons shown below.

- Nonpayment of a bill for service, nonpayment of a payment agreement, nonpayment of a security deposit, or a returned check used to avoid a shut-off.
- Tampering with company meters or other company property, or stealing Dominion East Ohio service.
- False statement or fraud in obtaining your Dominion East Ohio service.
- Failing to provide access for company employees to read your meter or to check company equipment.
- Violations of rules, approved by the *PUCO*, which may cause harm to individuals or damage to Dominion East Ohio company equipment.

When Your Dominion East Ohio Service *Cannot* Be Shut Off

Dominion East Ohio cannot shut off your service:

- On a Saturday, Sunday, holiday, after 12:30 p.m. on the day before a holiday or any day Dominion East Ohio is closed;
- For nonpayment of bills more than six years old (excluding *PIPP* amounts);
- For nonpayment of bills for either merchandise or service work;
- For nonpayment of bills in someone else's name, unless your name was on the lease, mortgage or deed of the affected property.

Winter Disconnections

Your Dominion East Ohio service can be shut off during winter months (typically on or before November 1 through April 15) if you fail to meet your payment and other obligations to the company. Each Fall, the Public Utilities Commission of Ohio (*PUCO*) issues special winter reconnection rules that provide additional customer protections during the winter heating season. Those rules are issued before November 1 and can be found at the Public Utilities Commission of Ohio's Web site at www.puco.ohio.gov.

The Shut-Off (Disconnection) Process

Shut-off or disconnection of Dominion East Ohio service is a very serious matter. Paying current Dominion East Ohio bills or keeping up with payment agreements can help you to avoid a shut-off. It is important to contact Dominion East Ohio about an overdue bill as soon as you receive a notice. Notices may include bill reminders, letters, phone calls and shut-off notices left at your door.

Before shutting off service for nonpayment, Dominion East Ohio will include a shut-off notice on your bill, which provides you 14 days to make the required payment. During the winter heating season (typically November 1 through April 15), Dominion East Ohio will also provide an extra 10-day notice by phone before shutting off service.

Dominion East Ohio has programs that can help income-eligible households maintain their service. The company will try to make a payment agreement with you if you have not defaulted on a prior arrangement so that you can pay what you owe and avoid the shut-off.

The company may charge a reconnection fee of \$33 to restore your Dominion East Ohio service. At the same time, it may also require you to pay a security deposit, which will be billed to your account in three installments.

If your service is shut off and you want service reconnected the same day that you make your payment, you must provide proof of payment, and notify the company no later than 12:30 p.m. that reconnection of service is requested the same day. An adult 18 years of age or older must be on the premise to provide access to restore service.

Installation of Service, Pipeline Safety And Responsibility

Installation of Service

When you need to establish new natural gas service, contact Dominion East Ohio. The company will tell you what steps you must take to set up service. Be sure to call two to four weeks before you would like natural gas service to begin, to allow for any construction work or inspections to be completed in time for the service to be ready when needed. We will typically install your service within five business days if no new construction is required and within 20 business days if your residence requires the installation of a new service line or meter.

Dominion East Ohio will notify you if the installation is expected to take longer than the usual five or 20 days. The company will explain the reasons for the delay, the steps being taken to complete the work and the date the installation will be complete.

What Pipelines Do You Own?

You are responsible for the service line until such time that Dominion East Ohio is required to perform work on the line and tests for leakage prior to restoration of service. You own, and are responsible for, the piping after the gas meter, known as the house line, whether it's internal or external, buried or exposed. If you do not maintain any buried piping, it may be subject to the potential hazards of corrosion and leakage. The cost of repair or replacement of the house line is the responsibility of you or the property owner. You can find more information on qualifications at www.dom.com.

Keyword: *installer.*

What Pipelines Does the Gas Company Own?

We own the main line that runs down the street. Effective October 16, 2008, your customer service line will become the responsibility and property of Dominion East Ohio if Dominion is required to perform work on your service line, and it is tested for leakage prior to restoration of service. Dominion East Ohio will cover the cost of repairs or replacements to the service line, unless the line must be repaired or replaced as a result of damage caused by the property owner, the customer or another party. Dominion East Ohio will also own all new service lines constructed after October 16, 2008.

Who Checks the Gas Piping?

For your safety, we conduct periodic leakage inspections of the main line and the service line to the meter or to the wall of your house (whichever is further). We will also check the meter for proper operation.

What Happens If the Gas Company Finds a Leak in My Pipeline?

If we find a leak or other unsafe condition in your pipeline, we will shut off that section of the line and leave a tag with an explanation of the problem and our phone number. If we cannot isolate the leak, the company will turn off service at the street or at the gas meter.

For house line leaks (piping after the meter), you must arrange to have the unsafe condition corrected by a qualified contractor and pay for the costs.

For service line leaks (piping from the street to the meter), Dominion East Ohio or its contractor will repair or replace the line. The company will pay the cost, unless the leak is a result of damage caused by the property owner, the customer or another party.

If Dominion East Ohio left on gas service, but turned off the gas to one appliance, a qualified contractor can make repairs and restore service. However, if the company turned off your service at the meter, please call Dominion East Ohio after repairs are made so that we can inspect the work before restoring full service.

Can I Replace the Pipeline Myself?

No.

Should My Contractor or I Call Before Digging?

Yes. At least two business days prior to any excavation, you or your contractor should call, toll-free, the *Ohio Utility Protection Service (OUPS)* at 1-800-362-2764 to have any underground facilities located. This organization will contact us and other member utilities of your plans to dig, then ask the utilities to mark any underground pipes or cables at your location. They'll also tell you about any other companies that you must notify before you begin digging. This is a free service.

Your contractor should perform any excavation near buried gas pipelines by hand. Remember, you must use a contractor qualified under DOT regulations to make the repair.

If you ever find utility flags in the ground, whether on your property or not - please don't move them. The flags mark underground lines nearby.

Do I Own the Meter?

No. Dominion East Ohio owns and maintains the meter. It is your responsibility to keep the meter clear at all times. Because our employees need access to the meter, we ask that you keep shrubbery around any outside meters trimmed. And during the winter, please keep the meter clear of snow and ice.

Who Should I Call If I Detect an Odor of Gas, Gas Fumes or Gas Leakage?

You should always notify us of any suspected hazardous situations, including but not limited to those involving an unexplained odor of gas. Dominion East Ohio's 24-hour emergency phone number is 1-877-542-2630.

Disputes

What If You Disagree With Dominion East Ohio?

If you have a billing or service problem, please call Dominion East Ohio first. You have the right to question any billing or service action that the company takes. You should tell the company of the problem as soon as it occurs. Dominion East Ohio will make every attempt to address your concern with your first contact.

If your complaint is not resolved after you have called Dominion East Ohio (or your *Energy Choice* supplier or *governmental aggregator*) you may call the *Public Utilities Commission of Ohio (PUCO)*, toll-free at 1-800-686-7826 or for TDD/TTY toll-free at 1-800-686-1570, from 8 a.m. to 5 p.m. weekdays, or visit www.puco.ohio.gov. from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.puco.ohio.gov. The company will provide a status report within three business days of the date of the receipt of a complaint. If an investigation is not completed within 10 business days, the company will

provide status reports either orally or in writing, at five-business-day intervals, unless otherwise agreed to, until the investigation is complete.

Residential customers may also call the *Ohio Consumers' Counsel* toll-free at 1-877-742-5622, from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

What About Additional Information Concerning Your Dominion East Ohio Service?

This booklet was prepared as a summary of the rights and responsibilities you have as a Dominion East Ohio customer based on the *Public Utilities Commission of Ohio Minimum Gas Service Standards*. If you still have questions about your Dominion East Ohio service, please call the company. It can provide you with additional information, or you can visit the company's Web site at www.dom.com.